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Electronic Submission of Medical Documentation (esMD) Program: The Provider's Perspective

Speaker Bio

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Management

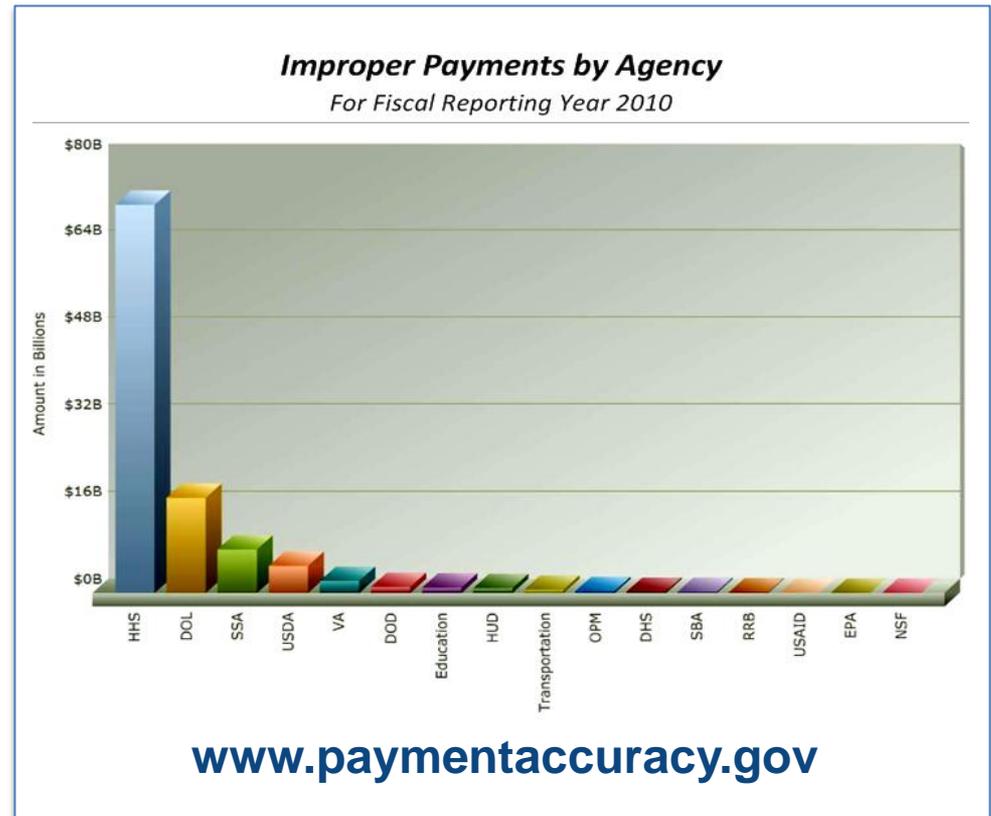
- Melanie Combs-Dyer graduated from the University of Maryland School of Nursing and obtained her Masters Degree in Health Administration from Towson University. Before joining CMS, Melanie worked as a registered nurse and as a medical record reviewer for the Maryland Peer Review Organization and for the Maryland Health Department.
- Melanie has over 20 years of experience at CMS and has been involved with many provider compliance efforts. In her current position, Melanie oversees the Comprehensive Error Rate Testing Program, the Medicare Recovery Auditors, the medical review efforts at the Medicare Administrative Contractors and the new Electronic Submission of Medical Documentation pilot.



Learning Objectives

- Part 1: What is esMD and why did CMS create it?
- Part 2: How does a healthcare provider get started using esMD?
- Part 3: What is CMS' vision for esMD in the future?

- Medicare receives **4.8 M** claims per day.
- CMS' Office of Financial Management estimates that each year
 - the Medicare FFS program issues more than **\$34.3 B** in improper payments (error rate 2010: **10.5%**).
 - the Medicaid FFS program issues more than **\$22.5 B** in improper payments (3-year rolling error rate: **9.4%**).
- Most improper payments can only be detected by a **human** comparing:
 - a **claim** to
 - the **medical documentation**.



Background Facts about Medical Documentation Requests

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➤ Medical Documentation Requests are sent by:

- Medicare Administrative Contractors (MACs) Medical Review (MR) Departments
- Comprehensive Error Rate Testing Contractor (CERT)
- Payment Error Rate Measurement Contractor (PERM)
- Medicare Recovery Auditors (formerly called RACs)

➤ Claim review contractors issue over **1 million** requests for medical documentation each year.

➤ Claim review contractors currently receive most medical documentation in **paper** form or via fax.

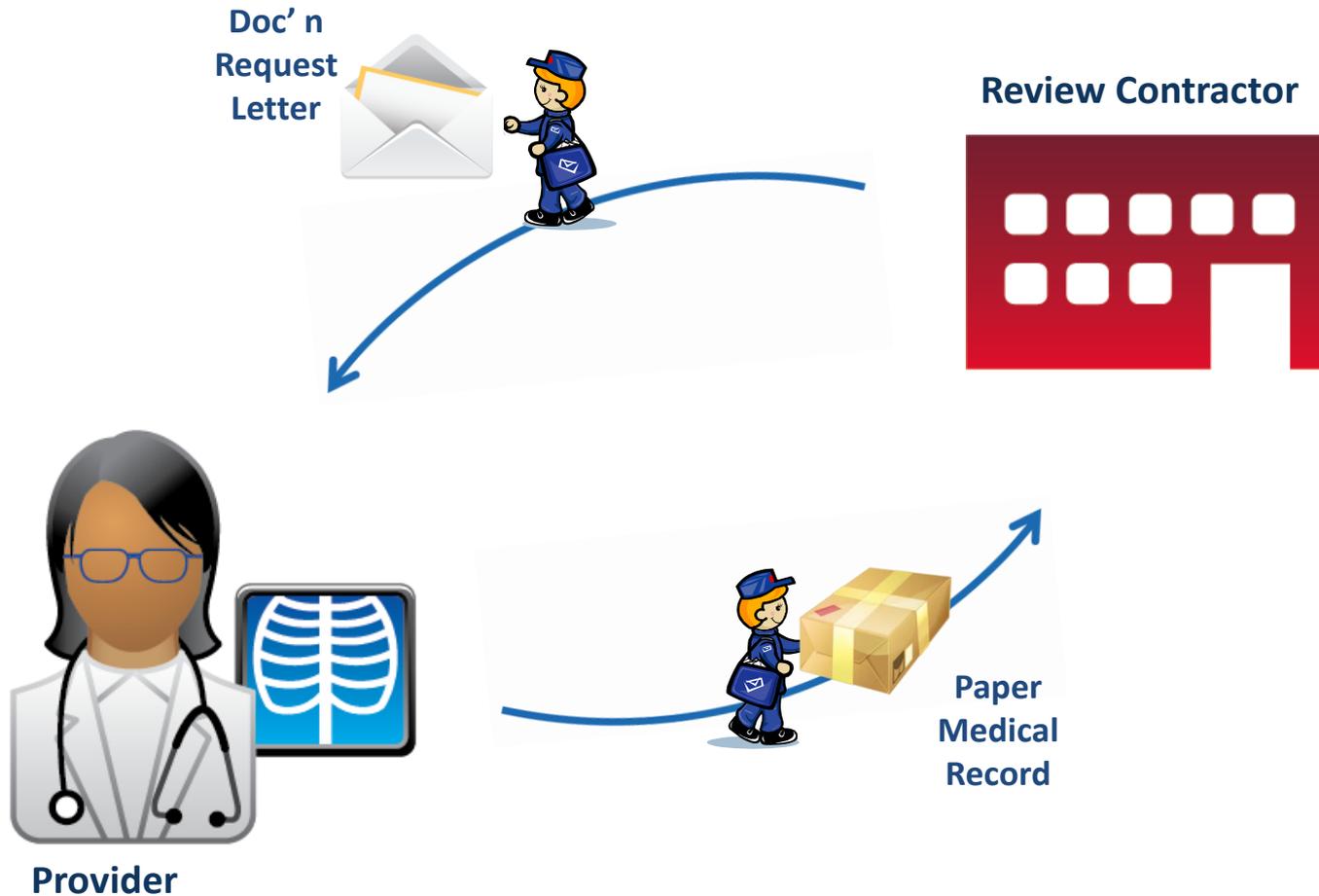
These contractors are overseen by OFM/PCG

- **George Mills,**
Director
- **Melanie Combs-Dyer,**
Deputy Director



Today's Paper Medical Documentation Process

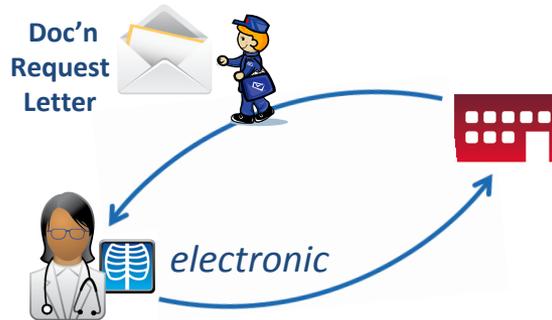
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The Solution: Electronic Submission of Medical Documentation (esMD)

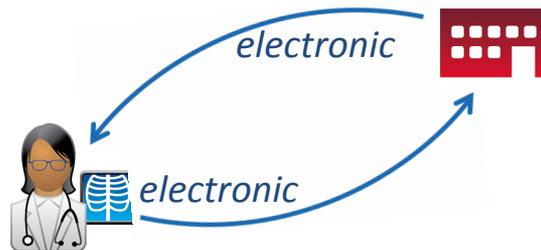
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Phase 1:



← Went Live Sept 15, 2011

Phase 2:



← Expected to Go Live by Fall 2012

CMS recognizes that not all providers are adopting HIT solutions at the same pace.

HIT Adoption Rate

Late Adopter

- Still using paper records.
- Intends to rely on fax machines, USPS, FedEx, etc. for the for the next 10 years.

Average Adopter

- Using imaged & electronic records.
- Will wait to see which esMD Service Providers emerge in their area (and at what price).

Early Adopter

- Has used EHRs for years.
- Ready for esMD now!

Review contractors cannot target providers for medical review just because they use esMD, CMS Program Integrity Manual Chapter 3, Section 3.2.1.

How Can Providers Who Submit Documentation Via esMD

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STEP 1:

Find out if your Review Contractors accept esMD

STEP 2:

Obtain access to an esMD “gateway”

Step 1: Find out if your Review Contractor Accepts esMD

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September 2011
Region A Medicare Recovery Auditor (DCS)
Region B Medicare Recovery Auditor (CGI)
Medicare Administrative J1 (Palmetto GBA)
Medicare Administrative J3 (Noridian)
Medicare Administrative J4 (Trailblazer)
Medicare Administrative J5 (Wisconsin)
Medicare Administrative J9 (First Coast)
Medicare Administrative J11 (Palmetto)
Medicare Administrative J12 (Highmark)
Medicare Administrative J13 (NGS)
Medicare Administrative J14 (NHIC)
DME Medicare Administrative JA (NHIC)
DME Medicare Administrative JB (NGS)
DME Medicare Administrative JD (NAS)
Comprehensive Error Rate Testing (CERT)
Program Error Rate Measurement (PERM)

November 2011
Medicare Administrative J10 (Cahaba)

January 2012
Medicare Administrative J15 (CGS)
DME Medicare Administrative JC (CGS)
Region D Medicare Recovery Auditor (HDI)
ZPIC Z1 (SGS)
ZPIC Z7 (SGS)

Region C Medicare Recovery Auditor (Connolly) is evaluating participating in CMS' esMD program. To get updated list, go to: www.cms.gov/esMD.

Step 2: Obtain access to a “Gateway” - Why Do I Need It?

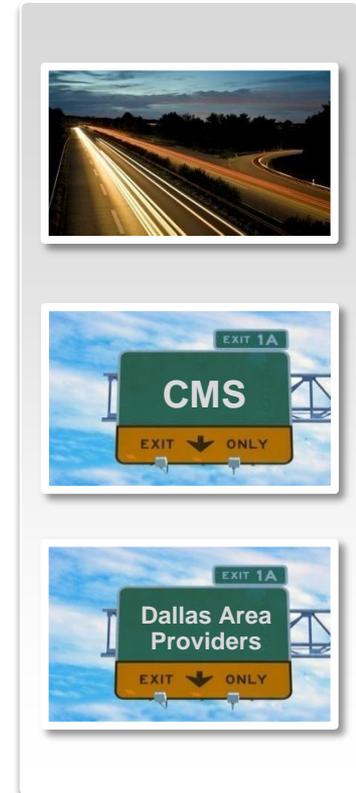
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The Nationwide Health Information Network:

- is a set of **standards, protocols, legal agreements, and specifications** that a consortium of health information organizations have agreed are necessary for **secure and private** exchange of health information over the public internet.
- is overseen by the Office of the National Coordinator for Health IT (ONC)
- Includes a standard for a secure “Gateway”

Gateways ensure that
esMD transactions are SAFE and SECURE as they travel
from point A to point B.

- **CMS is building an NHIN Exchange Gateway to accept esMD transactions from providers.**
- **The CMS esMD gateway went live September 15, 2011!**
- **CMS uses the “CONNECT” brand of gateway**



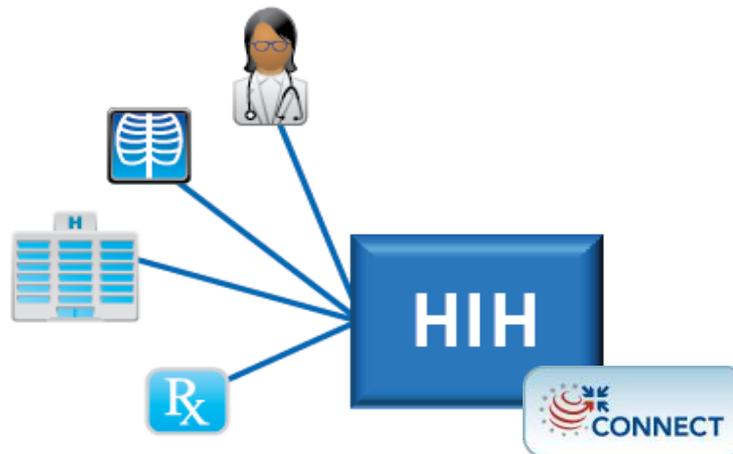
Step 2: Obtain Access to a Gateway- How?

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- Providers can build their own gateway



- Providers can contract with a Health Information Handler (HIH)



HIHs that are Certified by CMS to Offer esMD Services

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➤ **HealthPort**

<http://www.healthport.com>

➤ **IVANS**

<http://www.ivans.com>

➤ **NaviNet**

<http://www.navinet.net>

➤ **RISARC**

<http://www.risarc.com>

Where Will HIHs Offer esMD Services?

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Company	CMS Certification Date	MAC J1 (CA, NV, HI)	MAC J3 (AZ, MT, ND, SD, UT, WY)	MAC J4 (CO, NM, OK, TX)	MAC J5 (NE, KS, IA, MO)	MAC J9 (FL, PR, VI)	MAC J11 (NC, SC, VA, WV)	MACJ12 (DE, DC, MD, NJ, PA)	MAC J13 (CT, NY)	MAC J14 (ME, MA, NH, RI, VT)
HealthPort	9/15/2011	X	X	X	X	X	X	X	X	X
IVANS	9/15/2011	X	X	X	X	X	X	X	X	X
RISARC	9/29/2011	X	X	X	X	X	X	X	X	X
NaviNet	9/29/2011	X	X	X	X	X	X	X	X	X
MRO		X	X	X	X	X	X	X	X	X

HIHs that Plan to Offer esMD Services in October and November 2011

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October 2011

HIH	Website
HealthIT+	http://www.healthitplus.com
MRO	http://www.mrocorp.com

November 2011

HIH	Website
ApeniMED	www.apenimed.com
Craneware Insight	www.cranewareinsight.com
Cobius	www.cobius.com
EHR Doctors	http://www.ehrdoctors.com/
eSolutions	www.ecorpnet.com
IOD	www.iodincorporated.com
MDclick	www.mdclick.com
Medical Electronic Attachment (MEA)	http://www.me-fast.com/
Proficient	www.proficienthealth.com

HIHs that Plan to Offer esMD Services in January 2012

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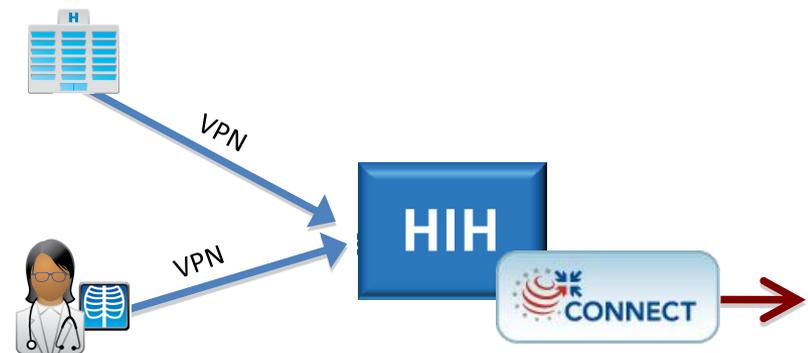
January 2012			
HIH	Website	HIH	Website
ACS		MediConnect	http://www.medicconnect.net/
AT&T	http://www.corp.att.com/healthcare/	Medi-Copy	http://www.medicopy.net/
CureMD	http://www.curemd.com	SSI	http://www.thessigroup.com/
Discovery Health Record Solutions	http://www.discoveryhrs.com/	Stratice Healthcare	http://straticehealthcare.com/
ECC Technologies	www.ecctec.com	Verisma Systems	www.verismasystems.com
LMRP Manager	www.lmrpmanager.com/	Zydoc	http://www.zydoc.com/

CMS Does Not Dictate How an HIH Communicates with Providers

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➤ Some esMD HIHs plan to ingest a provider's medical records and metadata by:

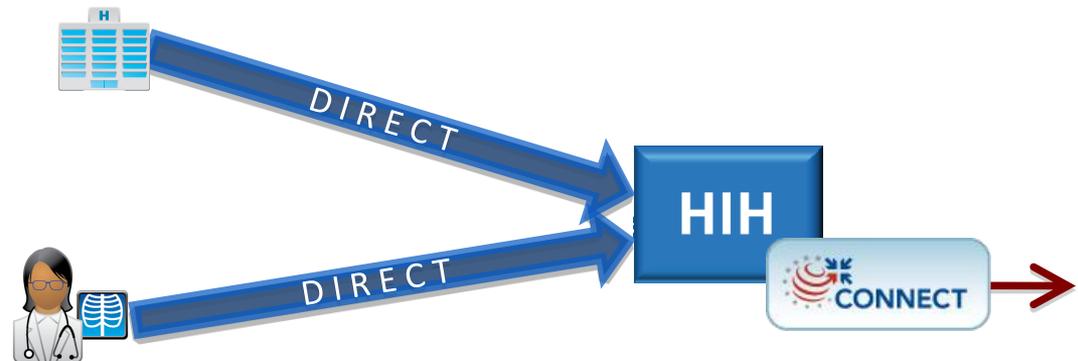
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal

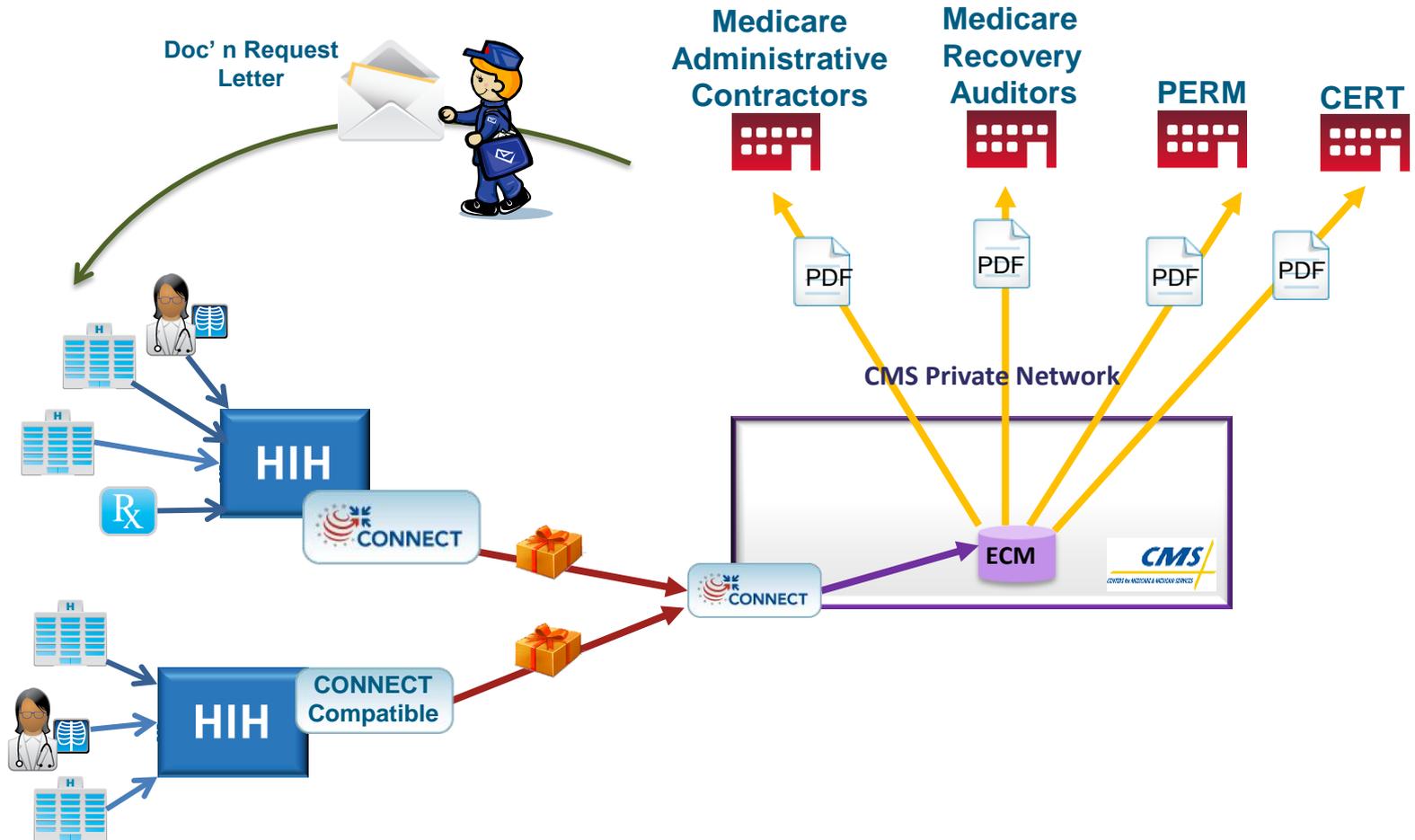


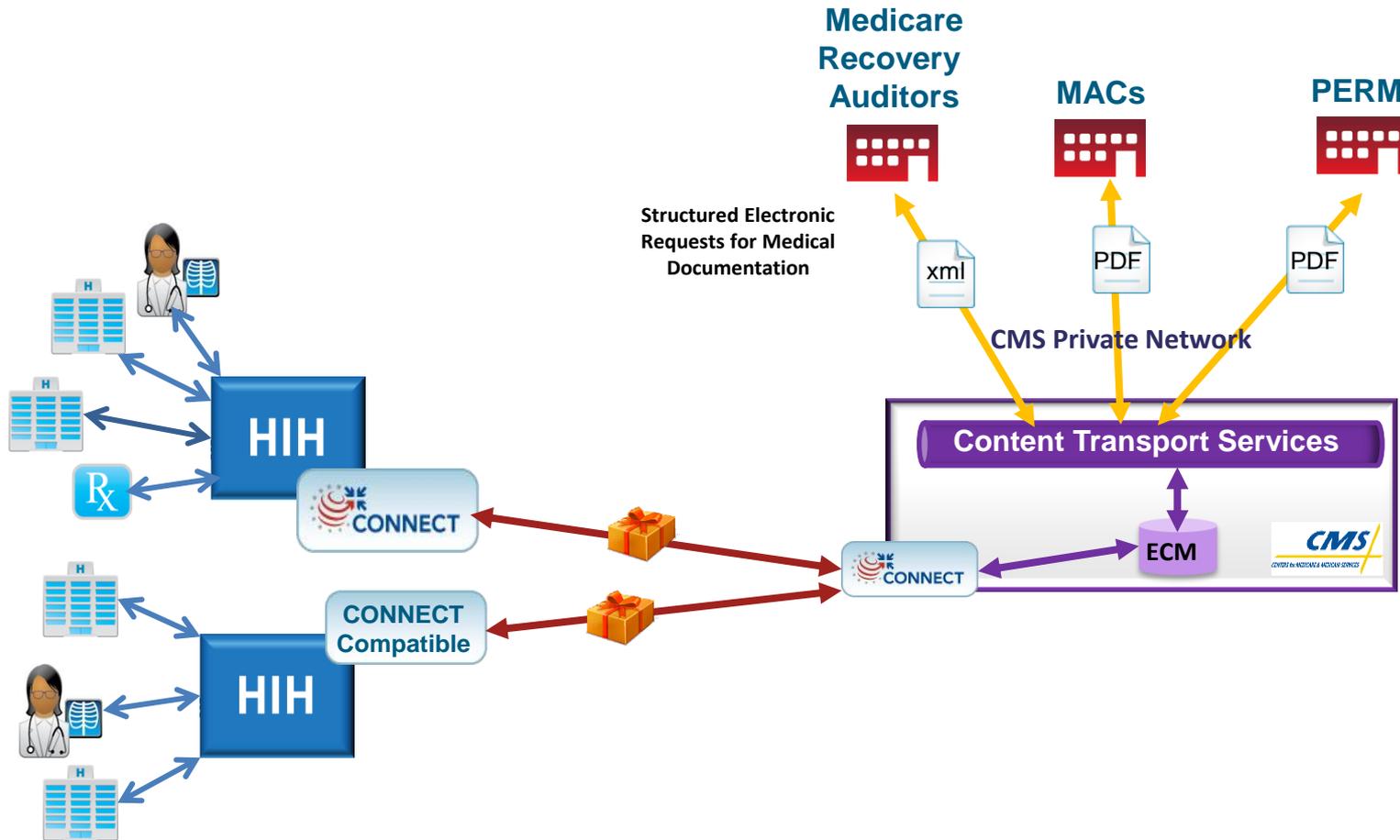
➤ Some esMD HIHs are considering using DIRECT.

<http://directproject.org>

<http://wiki.directproject.org>







Current and Future Use Cases for esMD

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INBOUND

- Responses to Documentation Request Letters in PDF
- Appeal Requests in PDF
- Unsolicited Documentation in PDF (called paperwork or “PWK”)
- Structured Orders, Progress Notes, ADMC Requests
- Structured esMD Phase 2 Registration
- Etc.



We Are Here

OUTBOUND

- Structured Outbound Documentation Requests
- Review Results Letters
- Demand Letters
- Etc.

LOOKUP

- Request\Receive Documentation Status
- Request\Receive Claim Status
- Request\Receive Appeals Status
- Request\Receive Eligibility Info
- Etc.

To contact anyone on the esMD Team:

esMDTeam@qssinc.com

CMS esMD Website:

www.cms.gov/esMD

CONNECT Website:

<http://www.connectopensource.org>

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